

235461

C. DUKES SCOTT  
EXECUTIVE DIRECTOR

1101 Main Street, Suite 900  
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DAN FARNELL  
CHIEF OF STAFF

[shudson@regstaff.sc.gov](mailto:shudson@regstaff.sc.gov)

*Shannon Bowyer Hudson  
Counsel for ORS*

March 6, 2012

**VIA ELECTRONIC FILING**

Jocelyn G. Boyd, Esquire  
Chief Clerk & Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29210

Re: Application of Daufuskie Island Utility Company, Incorporated for Approval of Water  
and Sewer Rates, Terms and Conditions  
**Docket No. 2011-229-WS**

Dear Ms. Boyd:

Enclosed please find information the South Carolina Office of Regulatory Staff ("ORS") received from a consumer in the above referenced matter. By this letter, ORS is providing it so that it may be added to Public Service Commission of South Carolina's website for this docket as a protest. ORS's Consumer Services Division has investigated the concern put forth of returned checks.

Respectfully submitted,

*Shannon Bowyer Hudson*

Shannon Bowyer Hudson

Enclosures

cc: Ms. Stephanie Hanchar  
G. Trenholm Walker, Esquire (via e-mail)  
John F. Beach, Esquire (via e-mail)  
Patrick M. Connolly, Esquire (via e-mail)  
John F. Guastella, Manager of Daufuskie Island Utility, Incorporated

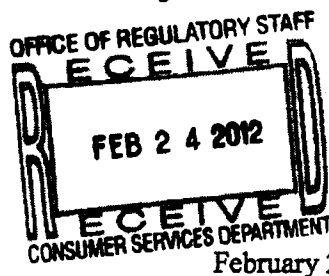
MAIL/DMS  
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RECEIVED  
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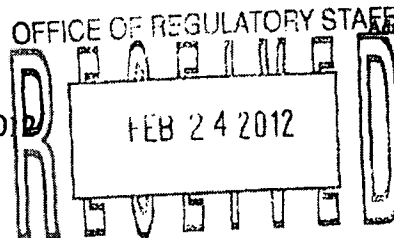


Jocelyn G. Boyd  
Chief Clerk/Administrator  
Phone: (803) 896-5133  
Fax: (803) 896-5246

## *The Public Service Commission State of South Carolina*



February 24, 2012



COMMISSIONERS  
John E. "Butch" Howard, First District  
*Chairman*  
David A. Wright, Second District  
*Vice Chairman*  
Randy Mitchell, Third District  
Elizabeth B. "Lib" Fleming, Fourth District  
G. O'Neal Hamilton, Fifth District  
Nikiya "Nikki" Hall, Sixth District  
Swain E. Whitfield, At-Large

Administrative Department  
Phone: (803) 896-5100  
Fax: (803) 896-5246

Ms. Stephanie Hanchar  
3516 McEver Village Lane  
Ackworth, Georgia 30101

Dear Ms. Hanchar:

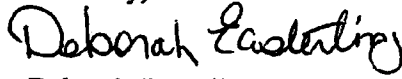
This is to acknowledge receipt of your correspondence regarding Daufuskie Island Utility Company, Incorporated.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff.

In an attempt to informally resolve the complaint, I am forwarding your letter to that Agency's Consumer Services Department for handling.

If attempts to resolve the complaint are unsuccessful and you wish to file a formal complaint with the Commission, the PSC Complaint Form can be found on the Commission's webpage at [www.psc.sc.gov/forms.asp](http://www.psc.sc.gov/forms.asp). I have also enclosed a copy of the form.

Please let me know if you should require any additional information.

Sincerely,  
  
Deborah Easterling  
Administrative Assistant

Enclosure:

c: Office of Regulatory Staff  
G. Trenholm Walker

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210

Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

RECEIVED

Complaint Form 2012 MAR -1 AM 11:24



Date: 02/27/12

SC PUBLIC SERVICE  
COMMISSION

## Complainant or Legal Representative Information:

\* Required Fields

Name \* Stephanie (Christine) Hanchar and Gregory

Firm (if applicable) Robert Hanchar

Mailing Address \* 3516 McEver Village Lane

City, State, Zip \* Acworth, Georgia 30001

Phone \* (404) 593-7707

E-mail \* fuskiegirl21@yahoo.com

Name of Utility Involved in Complaint: \*

NOTE: If AT&amp;T is the utility involved, please complete the attachment located at the end of this form.

## Type of Complaint (check appropriate box below.) \*

- ☐ Billing Error/Adjustments    ☐ Deposits and Credit Establishment    ☒ Wrong Rate    ☐ Refusal to Connect Service  
☐ Disconnection of Service    ☐ Payment Arrangements    ☐ Water Quality    ☐ Line Extension Issue  
☐ Service Issue    ☐ Meter Issue  
☒ Other (be specific) Raising Rates on Water Service

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ NoName of  
ORS Contact:

## Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

We own a piece of land @ 2 Buttercup Ct. Dawfuskie Island, SC. 29915. We are paying \$4000 a month for water. There is no house and no hookup. My entire 3000 Sq. Ft house in Atlanta is \$2500 per month for water. We do not want to pay a higher rate. My husband lost his job we can not afford this.

## Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

Do not raise the Utility Rates. They are already too high. Fire some people and do more with the resources I/aw already have. Someone may be embezzling money if you can't make ends meet.

STATE OF SOUTH CAROLINA Georgia VERIFICATION

COUNTY OF \_\_\_\_\_ )

I, \_\_\_\_\_ verify that I have read my complaint filed on

Complainant's Name \*

Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature

Internal Use Only

Noted	By	Date

2/27/12